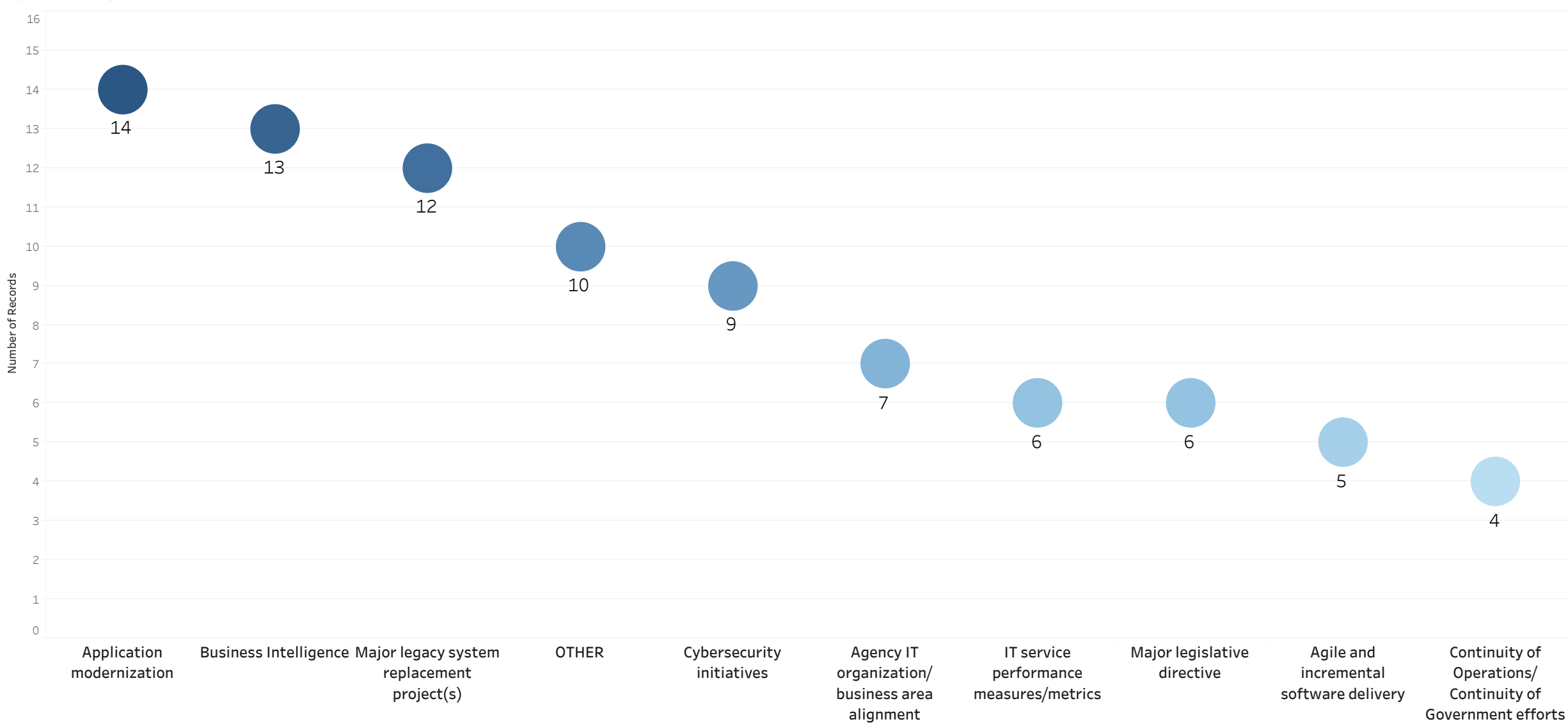
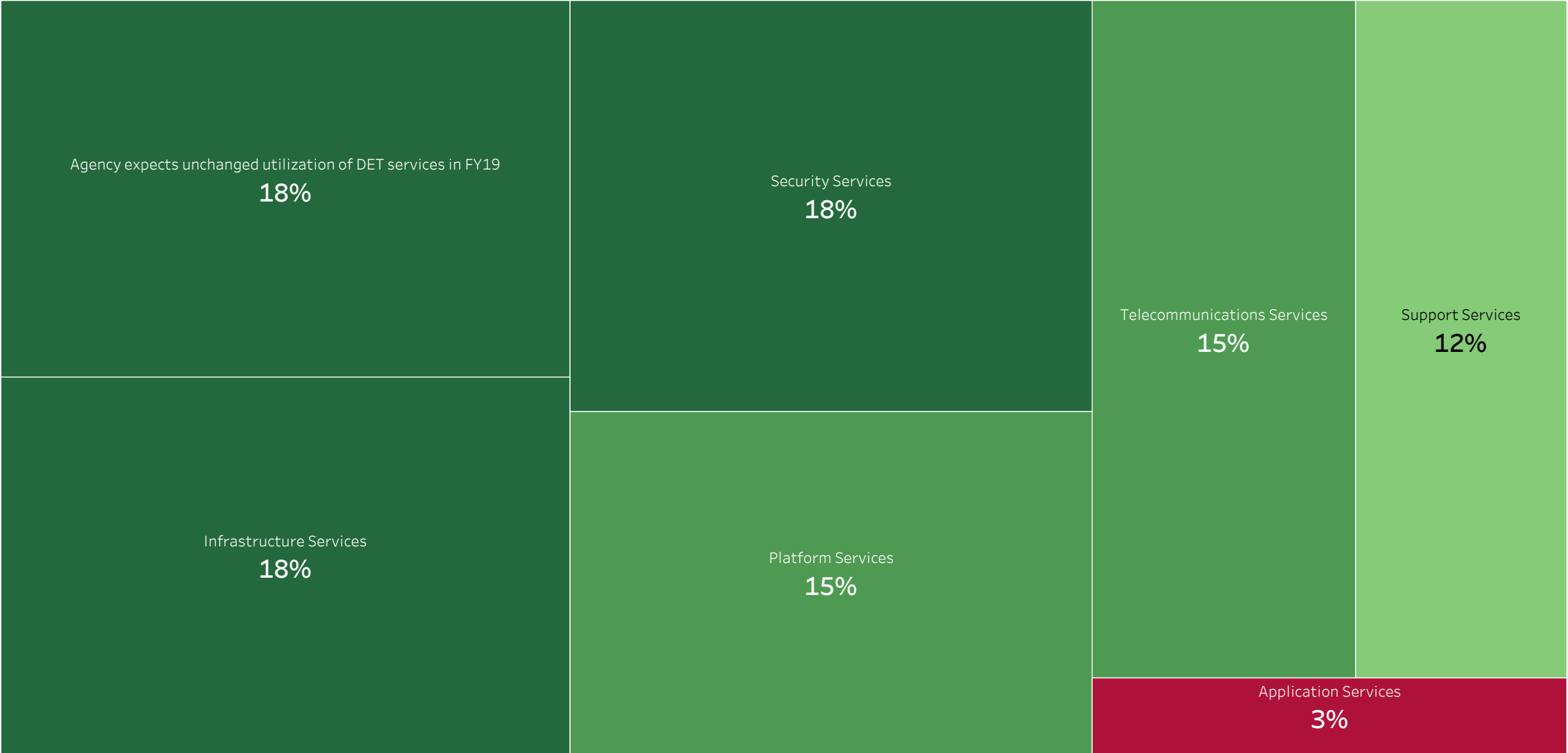


Agency Top Five IT Goals



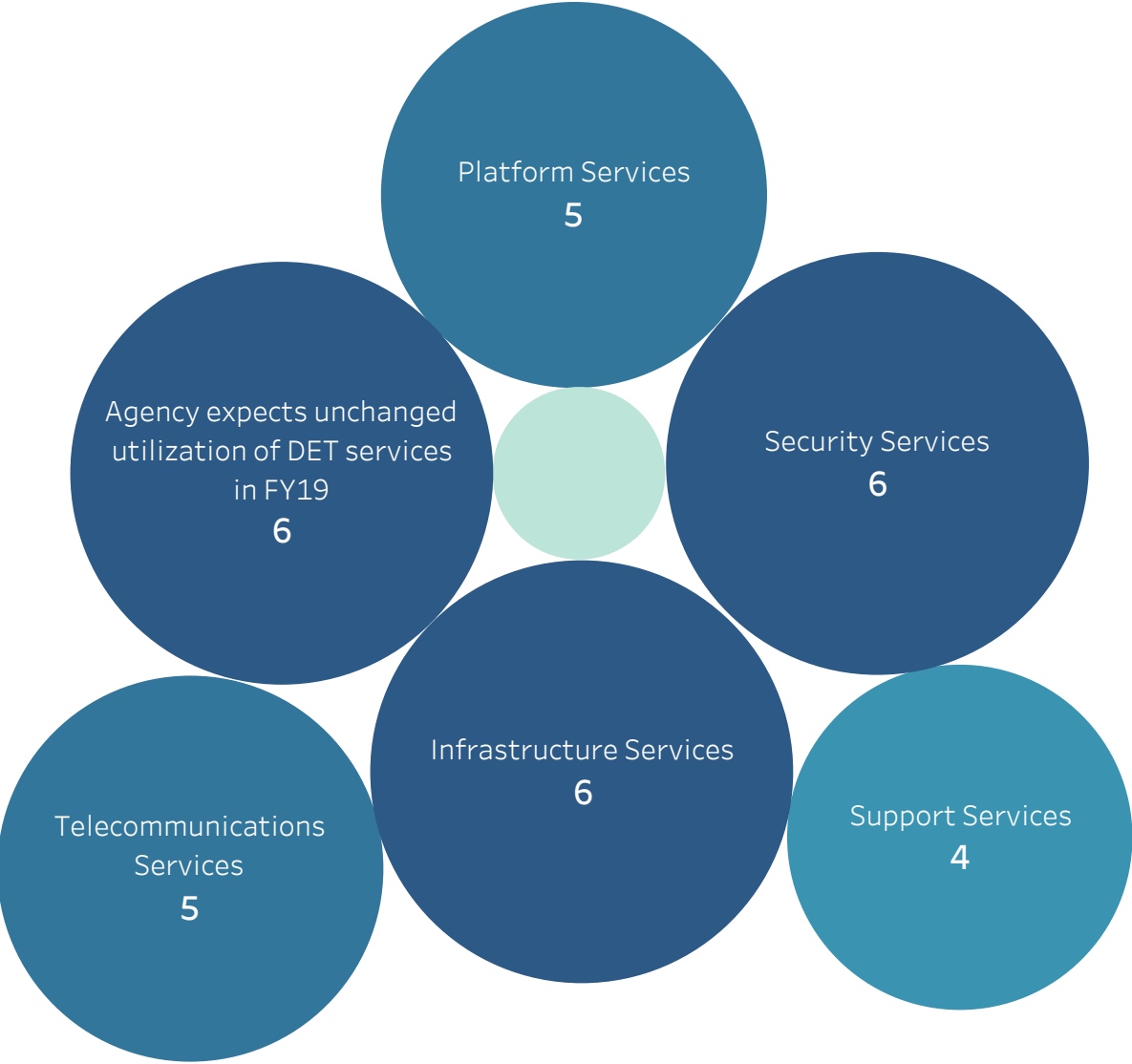
Potential Increase in Services (percent of agencies)

Which DET services might your agency utilize more in FY19?



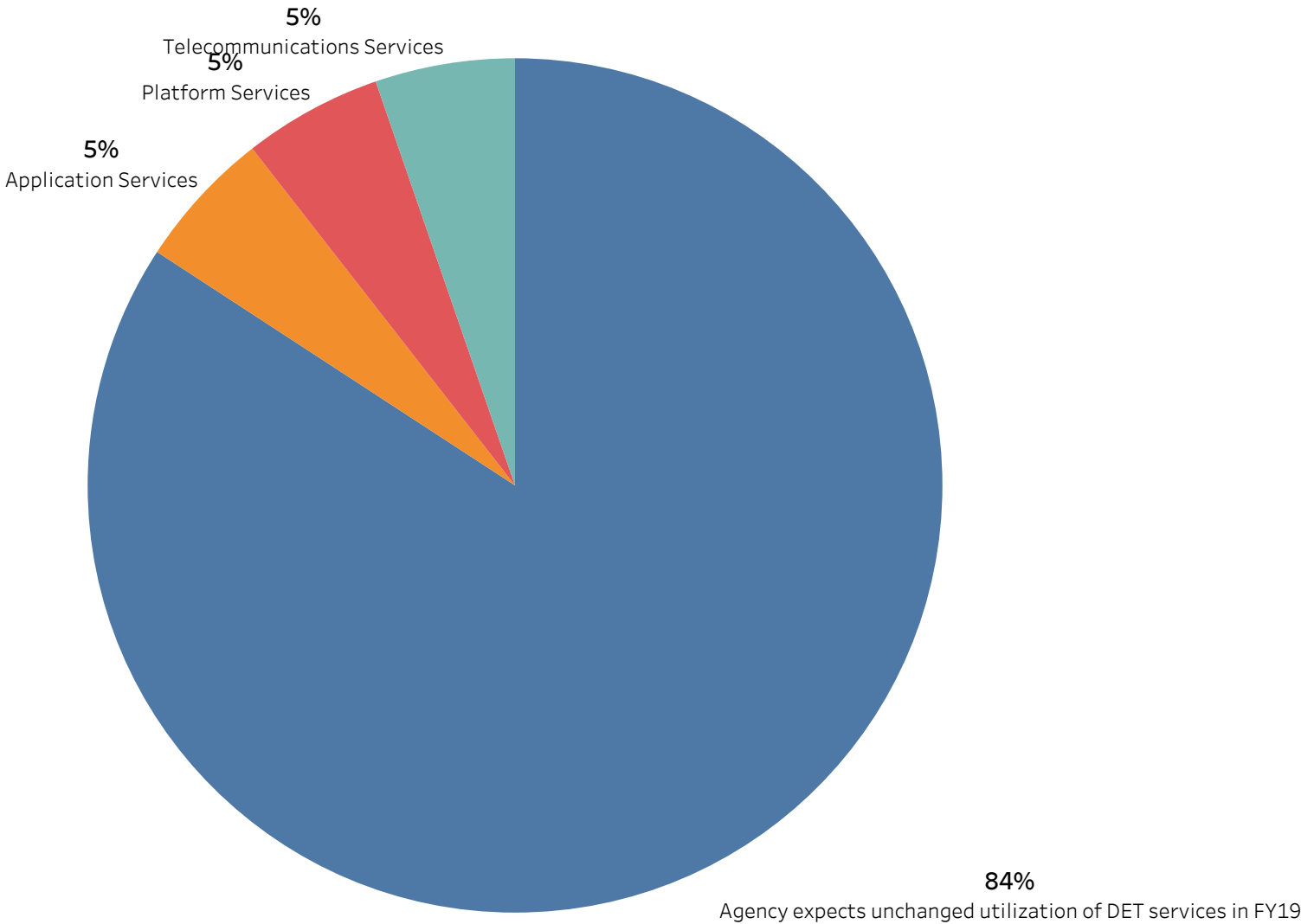
Potential Increase in Services (number of agencies)

Which DET services might your agency utilize more in FY19?



Potential Decrease in Services (percent of agencies)

Which DET services might your agency utilize less in FY19?



What services might your agency purchase from DET that are not currently offered?

Response

Additional Cloud Services - Azure

Application Performance Monitoring

Automation

Centralized Log Monitoring - allowing agency visibility/transparency

Cybersecurity training

Digitilization

Disaster recovery tier 1 and tier 2 (Pending cost)

Endpoint Protection - Next Generation AV

Integration (i.e. Cherwell and TFS)

Penetration Tests

Phishing Drills

Project/Portfolio Management Tools

Security Audits

SharePoint content services (pending cost)

SLAs and rapid response to outages in collaboration with DOC.

Support Services

Other IT Goals Cited by Agencies

Agency Name	Response
DATCP	* New Industrial Hemp Research Pilot Program * VoIP
DCF	The Department of Children and Families’ (DCF) mission is to “improve the economic and social well-being of Wisconsin’s children, youth and families. The Department is committed to protecting children and youth, strengthening families and supporting communities.” DCF’s Strategic IT Plan prioritizes efforts reflective of the agency’s vision and strategies to protect children, strengthen families and build communities. In accordance with the Department’s key business strategies, DCF’s top IT initiatives seek to:..
DFI	#3 - Statutes indicate that the DFI should share data with DOR, DWD and DCF for license revocation purposes. #5 - A couple projects that aren’t as easily catagorized are our Active Directory Migration and upgrade to Windows 10 and Office 365.
DHS	a. Medicaid Management Information System (MMIS) b. Electronic Health Records (EHR) c. Public Health Accreditation..
DNR	In addition, there are continuing efforts in DNR to: optimize GIS (legislative directive), APM (legislative directive), continue process, development and website improvements, security, agile efforts, improve reporting, push CJIS-affected O365 efforts, and mature digitalization, records mngt, automation and mobility functions.
DOA	Implementation of IT service performance measures/metrics would also include an improved governance process and continued customer service improvement. We are also hoping to take advantage of Document Management services in FY19.
DOC	Number 1 relates to the Electronic Medical Records project and others.
DOR	Below are DOR’s top five technology related goals: 1) Prevention and Detection of Tax Refund Fraud 2) Expand Usage of Business Analytics and Data Mining..
DOT	5th Goal: Budget, Cost Control, Fiscal Management: strategies for savings; reducing or avoiding costs.
DVA	Application modernization: Veterans Benefits and Application Tracking System Replacement: Internally developed Agency Scheduling migrated likely to a SaaS offering for 24x7 Staff Scheduling Other: Office 365 and Exchange Online (budget permitting), Unified Communications (VoIP)
DWD	Workforce Innovation and Opportunity Act (WIOA): WIOA is a U.S. Department of Labor (DOL) initiative in coordination with the U.S. Departments of Education. WIOA is the first legislative reform in 15 years of the public workforce system. WIOA is design to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. The law calls for partners, to function as a unit system of workforce programs. There are a series of projects that will support the mission of building an integrated and interoperable platform, in order to co-manage cases to leverage resources, make appropriate referrals, report federal deliverables and
ECB	a. Maintain existing infrastructure in accordance with best practices as recommended by DET. b. Provide IT support to non-traditional users such as media origination and transmission processes. c. Assist ECB’s Delivery Division in assimilating IT best practices for media origination and transmission processes...
ETF	Now that ETF finished our infrastructure consolidation, we are going to be more business-focused on the use of technology and being more innovative.
SWIB	1. SWIB IT will be expanding the impact of Tableau at SWIB with incremental dashboards and reports.2. SWIB IT will be updating its KPIs to be more aligned with the Service Delivery model implemented in FY2018. 3. SWIB IT is planning on creating a NIST Cyber Security maturity model assessment in FY2019 and developing a recommendation as to what level of maturity SWIB should target. 4. SWIB IT will be executing multiple POCs during the year to determine which aspects of the Agile Methodology are of value to our environment...
TOURISM	Genesys updates for call center operations.

Additional Activities/Issues Cited by Agencies

Agency Name	Response
DCF	<p>DCF had several IT successes during FY18. These achievements include the beginning of an effort to make eWiSACWIS browser agnostic and more user friendly, the successful implementation of a modern Time Limits system for W-2, the creation of an enterprise longitudinal data warehouse across all DCF programs, and a successful pilot of the new DocGen system for Child Support.</p> <p>In order to build upon these successes, DCF will need to be diligent in the planning and use of current and future IT resources. Like other State agencies, DCF continues to experience challenges in recruitment and retention of IT staff. DCF focuses on this area and works to continually improve by implementing strategies such as the use of interns/LTEs, employee development, and innovative recruitments/career fairs, marketing ourselves as an organization that utilizes the latest in tools, technologies, an</p>
DHS	<p>The challenges DHS experiences attempting to get timely and adequate quality security services from DET creates significant risk for many core DHS environments such as CARES and DPH systems. DHS need DET to invest time and leadership in this area t more effectively provide value to DHS.</p>
DOA	<p>Planning for VoIP in FY19 could impact these activities. The ability to attract, develop, and retain valued staff could impact the activities listed.</p>
DOC	<p>DET responsiveness to our EMR initiative will be critical in order to meet critical milestone dates.</p>
DOT	<p>Timely and effective communications from DET has been a problem area over the past year. Issues have occurred within multiple service delivery areas, including operational outages, unexpected charge-backs for services and project delays, such as the Genesys call center system. Lack of communications around system outages, such as Oracle, has hindered DOT’s ability to plan responses, resulting in extended downtime for DOT’s business customers. Lack of proactive communications around billing changes causes DOT to dedicate additional resources to monitoring DET service bills, identifying errors, and seeking credits for billing errors. DOT has utilized the Business Relationship Manager (BRM) role as much as possible, with weekly meetings and broad participation by IT management. However, as the IT Service Provider, DET needs to make improvements in this area.</p>
DVA	<p>IT Staffing IT Funding If we move to Office 365 and Exchange Online, Platform Services (O365) utilization would increase which would then decrease utilization of Application Services (Enterprise Email).</p>
ETF	<p>1. Inadequate internal staffing to meet demands (business and IT resources) 2. Staff turnover, finding and retaining talent 3. State and/or federal legislative changes affecting our programs 4. Workload increases due to an increase in participants seeking benefits and services 5. Department of Administration Division of Enterprise Technology (DET) priorities requiring ETF IT managers and staff resources, DET rates and DET resource availability to work on ETF’s priority initiatives</p>
OCI	<p>Decisions on use of enterprise tools such as OnBase and its pricing needs to be determined. OCI would like VoIP implemented before moving and the building move is scheduled for early in CY19.</p>
TOURISM	<p>Under the shared services model, the Department of Tourism does not have an onsite IT subject expert, nor a designated DET IT Liaison. This presents challenges as we work with DET to implement and manage information technology services. It is critica for Tourism to have a DET IT Liaison that works specifically on our behalf and can translate the technical jargon for us. Innovative tourism marketing is only possible through the proper use of information technology to reach target audiences effectively and efficiently. As such, it is very difficult for us to reach our success benchmarks without someone on the shared services staff who is proficient in Information Systems and Digital Technology and can assist us in the IT environment.</p>